WAIT STAFF RULES

What should you be doing right now?

1. FOCUS ON THE CUSTOMERS and MOVING FAST

2. ALWAYS HAVE A POSITIVE ATTITUDE

3. STAY IN THE LOBBY, NOT BEHIND THE BAR

4. Do not leave the lobby between the hours 11-8:30

5. Do not go to the backroom between 11:00 and 8:30

6. Face the customers, NOT the cookline

7. Do not do any afternoon chores before 2:00

8. Early Girls: Do not do any evening chores before 8:00

9. Closing Girls: Do not do any chores before 8:30

10. Sweep the lobby; wipe the tables and bar constantly

11. Never use profanity or bad language

12. Put your phone in the phone box; no phones on the clock

COOK RULES

1. FOCUS ON THE CUSTOMERS and MOVING FAST

2. ALWAYS HAVE A POSITIVE ATTITUDE

3. STAY ON THE COOKLINE BETWEEN THE HOURS 11-8:30

4. Do not go into the backroom from 11-8:30

5. Never call an order out twice… run it yourself

6. Do not do any afternoon chores before 2:00

7. Do not do any evening chores before 8:30

8. NEVER pull out the equipment before close

9. Wipe down your station; change out any low stock constantly

10. Sweep the cookline constantly (at least once each hour)

11. Clean the sides of the grill and fryers with degreaser after lunch & dinner

12. Tuck your shirt in. Never use profanity or bad language.

13. Leave your phone in the phone box; no phones on the clock

Lunch Break

is at 2pm

(or after... never before)

Rules for DISH CHORE:

Lunch Staff: Start dishes when girl gets done with break (2:30pm)

Early Staff: Start early dishes at 8pm

Closing Staff: Begin pre-close at 8:00pm

Courtesy:

- **Everyone must say please and thank you at all times.** We never tell anyone to do anything, we always ask them. Customer service begins with employee to employee service
- Always appear busy. Walk with purpose even if you don't have any. If you can't think of what to do, always ask yourself this question, "What else can I wipe?"
- **C:** Commit to the business… be at mentally at work at work. **Don't talk about anything at work except work**. It is not the time or place to discuss personal issues
- **A:** Attitude. Always have a positive attitude. No sour faces; no grumbling or complaining; no tired.
- **R:** Respect everyone… please and thank you to each other, to the customer… never use sarcasm
- **E: EXCEED CUSTOMER'S EXPECTATIONS!** This is the most important one. Whatever the customer expects us to do we should do… plus a little extra.
  - **Speed of food:** it should always be faster than expected, and we should always be *moving at impressive spe*eds
  - **Quality of service:** we should be nicer and more attentive than they expect
  - **Customer Focus:** *We should never be talking about anything but burgers, shakes, fries*, and what our customers need. Customers should never have to wait for service, need a refill, clean their own trash, or wait at the register
  - **Cleanliness:** We should be cleaner than customers expect. ***Everywhere a customer's eyes fall should be ultra clean***… This is how we should gauge what we need to clean and repair.
  - **Handling complaints: The customer is always right**. Remake all errors, and give them a free lunch card if they have to drive back to the store to replace an order. **It does not matter whose fault it is**… we aim to please!
  - If a customer complains about their food… remake it without complaint or questioning. If they are dissatisfied with their food, remake it.
  - **Get the doors! Say hello! Say goodbye! Double up on the register** even when there are only 2 customers waiting! Always run food out, bus tables, bring menus

- The highest manager on duty should handle all complaints. **Make them happy, whatever it takes… it's a simple rule.**

GO TO THE LOBBY

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TO GO Orders:

Firstly, when answering the phone we should always **slowly** say this line:

"Thank you for calling Huckle Burger, this is _____, how may I help you?"

Never put the customer on hold. Never say 'what?'… always say excuse me. **Always repeat the customer's order** back to them.

- When ringing up To Go orders, use the tabs.
- **For To Go orders that are placed here:** ring them up immediately and make their drinks and shakes as if they were For Here customers.
- Write on each bag what is inside (i.e. Big Burger m,o,c & FF). All bags should be labeled and inspected
- Put orders that have more than one bag in a plastic bag
- ALWAYS inspect all To Go orders before putting them in plastic bags to be sure that all of the food is accounted for.

- **ON LARGE CALL-INS** (more than two bags): the waitress must ask the person placing the order if the orders will be rung up separately or together. She should label each bag immediately AFTER putting the order up. She should **label the bags with names & orders**. She should then immediately put the order into a tab. When the bun guy makes each sandwich he should put the sandwich directly into the correct bag. DO NOT put the sandwich on the table first. The fry guy should also put the appropriate fries directly into the labeled bags.
- ALWAYS double up at the register, even if there are only 2 customers in line. Be fast but thorough. Mark off each item on the ticket, and staple the receipt to each ticket for review.

COOKS – ***Tips and guidelines***

- **Dine-in** ticket time goal is under **3 minutes**
- All food should be hot, and you should want to eat EVERYTHING that comes off of your line
- Cook less but more often:
- Rotation Par Levels: When you reach the min, cook up to the max:
- Burger: *6-12;* Lil HB: *2-6*; G CHICK: *1-2;* G Tender: *2-6* CS: *¼-1 Pot*; COP: *low-¼ Pot*; F CHICK: *1-2*; F Tender: *2-6;* OR: *10-20*; TOTS: *10-20*; FF: *1-2 full basket (¾ cooked)*

COUNT THE SHRIMP and ONION RINGS

- Sides of shrimp are 10 shrimp exactly (not 9, not 11)
- lil SB = 10; SB, Po Boy, Shrimp Salad = 20; S Plate = 30 Count them!

PACKAGING/WRAPPING FOOD:

- When wrapping food, **DO NOT SQUISH**. It must be wrapped so that it is not loose, but also so that the sandwich is not squished. When unwrapped the food should look like it was never wrapped. Always use two pieces of foil on Cheesesteak and anything bigger than Burger (i.e. a double). Use an extra piece of foil if any part of the sandwich is showing.

- Put wrapped sandwiches in boxes. Customers eat in the car. They need to box and the wrap
- Put fries in box or paper cup
- Put onion rings, CCFF, tots in a box
- Make sure there are holes in the back of any clamshell box so the food can breathe

GENERAL CLEANING RULES:

- Sweep at the top of every hour. Get underneath all of the equipment
- Hood vents cannot be sprayed before 8:30pm
- The hoods should be cleaned with a Swiffer mop, and degreaser cloth after every lunch and after every close. The entire hood should be wiped with a degreaser cloth twice every day.

- **Every piece of equipment needs to be sprayed and wiped with degreaser by the fry guy before he leaves at 3, and just before we mop after close**
- When the grill and fryer are cleaned at close there should be no grease on the outside or the inside, underneath, or on the wheels. Scrub with a stainless scrubby if necessary
- If your shirt appears dirty through wear, you must wear your apron over your head at all times when on the line until you purchase a new shirt.

BEING A GOOD WAITRESS:

Always SMILE

Always HUSTLE

1. **Door/ hello**: We must get the door for all customers and give them a sincere greeting
2. **Menus** delivered to table within 30 seconds. Introduce yourself. **Tell them your name**.
3. **Drink orders:** Write the customer's name on their drink. Drinks should be returned within a minute (exceptions for OA, LA, Shakes). If a customer orders custard as a drink, bring them a water and get another waitress to make it for you (if possible), while you take the food

order. If all girls are busy, bring the customer a water, and make the shake while the food is cooking. DO NOT MAKE THE CUSTOMER WAIT ON CUSTARD TO PLACE THEIR FOOD ORDER

4. **Taking orders:** the waitress must know every item on the menu. They must know all extras. New girls should make 100% on their menu & table-side manner tests before they are allowed to wait tables on their own. If the customer orders a burger, ask if they would like the **regular size or the little size**. Our regular is the bigger size.
5. **Order Up**: If a ticket has more than 4 items, always send up the first four as soon as they order. This keeps tickets moving quickly.
6. **Order Out:** the entire store's number one priority. Cooks should never call the same order out twice. They should never say 'two order's out'. We all run food! Inspect all food and sure the food is presentable. If it is not have the cooks fix it or remake it. Do not run out food that doesn't look good and delicious. Be your customer's advocate!
7. **Check ups:** check up on a table within 1 minute of food delivery to correct any problems and check on refills; check back every 5 minutes for refills until the customer leaves.
8. **Bus tables/ dessert:** When the customer is done eating, bus the table, removing all trash and empty baskets. Ask if they would like to try some dessert. Know the desserts and tell them which is your favorite.
9. **Checkout:** Always offer to take payment at the table. No one should wait in line. Double team the register to facilitate a speedy exit
10. **Door/ goodbye:** We should get the door for all customers, and say goodbye; good evening, good night, etc. to all customers

Waitstaff goals:

- **Average $20 per shift in tips**
- Smile continuously. We're always happy at Huckle Burger! Customer's tip **20%** more if their waitstaff smiles.

- Introduce yourself to everyone. Every customer should know your name. Customers tip **15%** more if they know your name.
- Ask every customer for their name. Learn every customer's name. Customers tip **20%** more if you know their name.
- Move with speed. Customer's tip **50%** more if they ***think*** you're hustling.
- Run food out as soon as it is called. Customers tip **80%** less if their food is cold
- Check back to make sure the order is correct after 1 minute. Customers tip **50%** less if their order was incorrect. However, they tip **10%** more if the waitress had to intervene to fix a mistake! (Sometimes mistakes can be your friend!!)
- Make sure their cup is never less than half full. Customers tip **25%** less if they have to wait on a refill

COOKS:

Are you fast enough to keep all of your tickets under 3 minutes?